

call the toll free number posing as a cardholder. The Contractor shall make records and facilities available on three (3) days advance notice. The State may allow additional retrieval time for archived records should the audit involve records older than one year. The Contractor shall provide headset(s) or comparable means of monitoring CSR/cardholder interaction on a random basis. The Contractor shall also allow the monitor to observe logging and tracking of disputes resulting from the calls being monitored.

At the sole discretion of the State, the Project Director or designee may perform an audit to include:

- A statistically significant random sample of disputes for compliance with: time requirements for response and resolution; detail and quality of narrative and evidence obtained, including an assessment of evidence collection appropriate to the dispute; and accuracy of findings and decision.
- Random monitoring of CSR calls for a four-hour period, to include: technical knowledge, courtesy, follow-up, accuracy and thoroughness of documentation, and utilization of tools and resources available to serve cardholders.

The State monitor shall prepare a report of the audit and conduct an exit interview with the Customer Service Manager. In the event the monitor finds deficiencies that, in the opinion of the State are of a serious and systemic nature, the Contractor shall implement corrective action in accordance with State expectations. The State shall conduct a follow-up audit thirty (30) days following the initial report of deficiencies. If the State continues to note deficiencies, the Contractor may be subject to withholding of payments.

Meets Requirement: Yes \_\_\_\_\_ No \_\_\_\_\_

Reference Document: \_\_\_\_\_ Page(s) \_\_\_\_\_

Description: \_\_\_\_\_

#### 6.11.5 Customer Service Reporting

The EBT system shall collect customer service line activity information and provide a statistical summary report of Customer Service Center and ARU activity. The Contractor shall also provide a recipient and retailer problem trend report. This report shall be used for tracking and management control.

In addition to routine Customer Service activity reporting, the Contractor shall maintain detailed information on calls to the Customer Service Center reporting errors or discrepancies in recipient accounts (see Section 6.11.2.4, Error Resolution).

Meets Requirement: Yes \_\_\_\_\_ No \_\_\_\_\_

Reference Document: \_\_\_\_\_ Page(s) \_\_\_\_\_

Description: \_\_\_\_\_